

**WHAT IS CLAIMED IS:**

- 1           1.       A method for verifying solutions provided by a solution network  
2 comprising:  
3           automatically associating a call from a customer with a solution that is  
4                 provided to the customer to solve an issue;  
5           waiting a predetermined amount of time to verify whether the customer  
6                 contacts the solution network again; and,  
7           indicating a successful resolution to the issue if no contact is made by the  
8                 customer within the predetermined amount of time.
- 1           2.       The method of claim 1 further comprising:  
2           the waiting is based on the customer experience metrics.
- 1           3.       The method of claim 1 wherein:  
2           the indicating a successful resolution include incrementing a counter  
3                 corresponding to the solution to indicate a successful solution.
- 1           4.       The method of claim 1 further comprising:  
2           scoring a solution based upon successful resolution of the issue; and  
3           wherein a higher score for a solution indicates a more successful solution..
- 1           5.       The method of claim 4 wherein:  
2           when a solution is indicated as a more successful solution, the solution is  
3                 presented to a customer higher on a list of available solutions.
- 1           6.       The method of claim 1 wherein:  
2           if the customer contacts the solution network within the predetermined amount  
3                 of time on the issue, then indicating an unsuccessful resolution to the  
4                 issue by the solution.

1           7.     The method of claim 6 wherein:  
2           if the solution is indicated as unsuccessful, then escalating the solution into a  
3           correction workflow.

1           8.     The method of claim 7 wherein:  
2           when the solution is escalated into a correction workflow, a product specialist  
3           reviews the solution for any needed correction.

1           9.     The method of claim 1 wherein:  
2           the issue relates to information handling systems.

1           10.    An apparatus for verifying solutions provided by a solution network  
2    comprising:  
3           means for automatically associating a call from a customer with a solution that  
4           is provided to the customer to solve an issue;  
5           means for waiting a predetermined amount of time to verify whether the  
6           customer contacts the solution network again; and,  
7           means for indicating a successful resolution to the issue if no contact is made  
8           by the customer within the predetermined amount of time.

1           11.    The apparatus of claim 10 further comprising:  
2           the waiting is based on the customer experience metrics.

1           12.    The apparatus of claim 10 wherein:  
2           the means for indicating a successful resolution includes means for  
3           incrementing a counter corresponding to the solution to indicate a  
4           successful solution.

1           13.    The apparatus of claim 10 further comprising:  
2           means for scoring a solution based upon successful resolution of the issue; and  
3           wherein a higher score for a solution indicates a more successful solution..

1       14.    The apparatus of claim 13 wherein:  
2       when a solution is indicated as a more successful solution, the solution is  
3       presented to a customer higher on a list of available solutions.

1       15.    The apparatus of claim 10 further comprising:  
2       means for indicating an unsuccessful resolution to the issue by the solution if  
3       the customer contacts the solution network within the predetermined  
4       amount of time on the issue.

1       16.    The apparatus of claim 15 further comprising:  
2       means for escalating the solution into a correction workflow if the solution is  
3       indicated as unsuccessful.

1       17.    The apparatus of claim 16 wherein:  
2       when the solution is escalated into a correction workflow, a product specialist  
3       reviews the solution for any needed correction.

1       18.    The apparatus of claim 10 wherein:  
2       the issue relates to information handling systems.

1       19.    A system for verifying solutions provided by a solution network  
2       comprising:  
3       a call associating module, the call associating module automatically  
4       associating a call from a customer with a solution that is provided to  
5       the customer to solve an issue;  
6       a waiting module, the waiting module waiting a predetermined amount of time  
7       to verify whether the customer contacts the solution network again;  
8       and,  
9       a successful resolution module, the successful resolution module indicating a  
10       successful resolution to the issue if no contact is made by the customer  
11       within the predetermined amount of time.

1        20.    The system of claim 19 further comprising:  
2        the waiting is based on the customer experience metrics.

1        21.    The system of claim 19 wherein:  
2        the successful resolution module includes an incrementing module, the  
3                incrementing module incrementing a counter corresponding to the  
4                solution to indicate a successful solution.

1        22.    The system of claim 19 further comprising:  
2        a scoring module, the scoring module scoring a solution based upon successful  
3                resolution of the issue; and  
4        wherein a higher score for a solution indicates a more successful solution..

1        23.    The system of claim 22 wherein:  
2        when a solution is indicated as a more successful solution, the solution is  
3                presented to a customer higher on a list of available solutions.

1        24.    The system of claim 19 further comprising:  
2        an unsuccessful resolution module, the unsuccessful resolution module  
3                indicating an unsuccessful resolution to the issue by the solution if the  
4                customer contacts the solution network within the predetermined  
5                amount of time on the issue.

1        25.    The system of claim 24 further comprising:  
2        an escalating module, the escalating module escalating the solution into a  
3                correction workflow if the solution is indicated as unsuccessful.

1        26.    The system of claim 25 wherein:  
2        when the solution is escalated into a correction workflow, a product specialist  
3                reviews the solution for any needed correction.

1        27.    The system of claim 19 wherein:  
2        the issue relates to information handling systems.